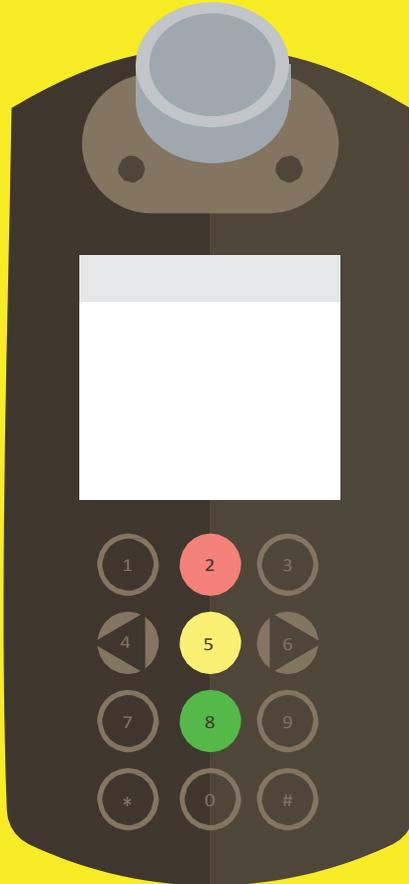




# Kansas User's Manual



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## New Client User Manual

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Thank you for choosing Smart Start for your ignition interlock needs. Since our inception in September 1992, Smart Start has become one of the largest, most successful interlock companies worldwide. Our commitment to state-of-the-art technology and best-of-class service has established Smart Start as the industry leader. You can learn more about Smart Start at [smartstartinc.com](http://smartstartinc.com).

We're here to help you through this portion of your license restoration process. With other choices available, we are honored that you have chosen us to fulfill your interlock needs. We look forward to working with you throughout your time of restriction.

We have 24/7 bilingual customer care support available at 1.866.747.8278. Your local service center information is:

Address:

Phone:

Days/Hours:

Technician(s):

# SECTION 2 - Preparation

## 2.1 Preparing for a Test

From the time you get into your car until the point at which you're able to turn on your vehicle, the process may take several seconds to several minutes (depending on your ability to complete a test). With personal safety in mind, take special care when parking your vehicle.

Where safety is a concern:



(1) Lock your doors immediately upon entering your vehicle



(2) Park in a well-lit area



(3) Have your cell phone out and ready for an emergency call



To power your device, turn your ignition switch to the "on" position. This is the position where all the dash lights and accessories come on.

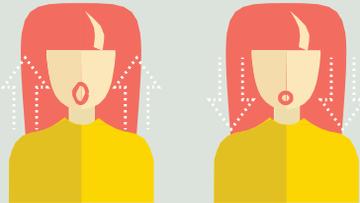
# SECTION 2 - Preparation

## 2.2 Clearing Contaminants

It is very important that you take the time necessary to remove potential contaminants from your mouth and/or lungs prior to blowing into an ignition interlock device. Any fail makes the user subject to fees and/or license revocation. Before every test, clients should take these steps to eliminate foreign contaminants:



- (1) Rinse with water. Swishing with water helps to break up food particles in the mouth.



- (2) Take a few deep breaths in and out. Exhaling completely aids in providing a full breath sample.

# SECTION 3 - Use of the Device

## 3.1 Start-up Procedure

Please allow yourself some time to go from “getting in” to “pulling away.” Follow these steps:

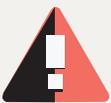
- (1) Turn ignition key switch to the “on” position. Clients with push-button start usually have to push the “start” button twice to enter “ignition on” mode.
- (2) When prompted, take your test as directed by your technician until you hear three beeps.
- (3) After taking the test, the device will display one of the following results:



**PASS** - Following “Pass,” the device will show “Start – 2:00 .” You may now start your vehicle.



**VIOLATION** - “Violation ” occurs when the alcohol detected in your breath sample is at or above the state-regulated restriction.



One of several **ABORT** messages: “Abort” means that you will need to adjust the way you are taking your test.

## SECTION 3 - Use of the Device

### 3.2 Taking the Test

Kansas' tests are straight hum, which means while you are blowing, you must maintain a hum loud enough to confirm a human is blowing, and no artificial breath sample is being attempted. Although it may take you several attempts to learn the technique, you can generally repeat the process without too much difficulty once you've mastered the technique. To test correctly, say or sing the word "who" into the device, holding out the word until the test completes.



Once the test begins, a high-pitched tone will sound. The test lasts for a few seconds, depending on different variables, and will conclude with a click sound.

If the test is interrupted by a low-pitched beep followed by silence, the test was aborted. The screen will then detail how to correctly complete the next test. Once the test has been completed, the device will analyze the breath sample and show "Pass," or "Violation."

#### **Additional Note:**

\*Please consult your local technician for additional training if you're experiencing difficulty completing the required tests.



## SECTION 3 - Use of the Device

If your test does not satisfy the test requirement, the device will show one of the following messages to dictate how you should proceed:



**BLOW HARDER** - This message means that either you stopped blowing before completion or the pressure was too soft. To avoid this message, maintain consistent blowing pressure throughout the test.



**BLOW SOFTER** - This message means that the air pressure was too high. To avoid this message, blow with less force.



**HUM STRONGER** - The device requires that you make a sound while blowing. If the sound is not loud enough, this message will result. Try to hum louder without blowing harder. You can also change the pitch of your hum.



**ABORT TAMPER** - This message means that something is blocking the flow of air through the device. Blockage can be caused by items that have been blown into the device or by your hand covering the vent on the back of the device. Check for obstacles, remove them, and blow again.

## SECTION 3 - Use of the Device



**ABORT PUMP** - This message means that the pump inside the device is not responding properly. The pump may freeze or get stuck due to moisture. To remedy this, disconnect the head unit from the black curly cord and reconnect. If this continues, contact 1.866.747.8278 for assistance.



**PLEASE RETRY** - This message means that there is too much liquid in the breath sample. To avoid this message, make sure your mouth is dry before taking your test. You can also replace your mouthpiece with a clean, dry one.



**DON'T INHALE** - This message means you blew before the device was ready for the test. To avoid this message, wait until the device reads "Blow" before testing.

### 3.3 Servicing the Device

Per state regulations, you must return to a Smart Start service center at least once every 30 days. A calibration is the service completed when you return to Smart Start after your initial installation. During calibration, Smart Start technicians download your device's log of events and send a report to the appropriate monitoring authority. Your technician will also make sure your device is functioning properly. At the time of calibration, you will pay one low price that includes calibration and your monthly lease. The actual process may vary from location to location. Check with your local technician for the appropriate procedure, and be sure to return at your scheduled appointment time.

## SECTION 3 - Use of the Device

### 3.4 Camera



The camera is not a video recorder. It will only take snapshots of you while testing.

Do not duck out of the camera when performing a test.

Do not cover up the camera lens.

Do not move the camera.

Dress appropriately while in the vehicle.

## SECTION 4 - Troubleshooting

### 4.1 Power Issues

*“My device doesn’t come on when I turn the key on.”*



First, verify that other systems in the vehicle are operational. If nothing is working, check the battery for proper performance. Please wait 30 minutes after you last turned off your engine before charging the vehicle’s battery. Jump-starting the vehicle may be required.



If the lights and other systems are operational while the key switch is in the “on” position, attempt to reset the device by unplugging the head unit from the curly cord, then reconnecting.



If the device is still unresponsive, please contact 1.866.747.8278 for more information.

# SECTION 4 - Troubleshooting

## 4.2 Other Messages

**LOCK 15:00** - “Lock” with its corresponding countdown timer will occur.

- An alcohol fail at startup will begin a fifteen-minute lockout.
- After the countdown timer reaches 0:00, the device will request another test.
- If the violation was due to a contaminate, please rinse with water and take a test when the temporary lock is completed.
- If you use the allotted grace violations allowed by the state of Kansas, you will be required to bring the unit in for an unscheduled service within 7 days. There will be a timer on the device that starts at “VIOLOCK 7day” and will begin counting down. Please make sure you call your local service center and bring it in for service before the 7-day count down expires.

**LOCK** “Lock” without a countdown timer indicates a complete lockout state, where no tests are allowed until the device is serviced at a Smart Start service center.

You may obtain a lockout code via phone at 1.866.747.8278. The lockout code allows you to drive your vehicle to the closest shop. In order to drive with the lockout code, you must still take and pass a breath test.

## SECTION 4 - Troubleshooting

**RECALL 3: 47H** -The “Recall 3” message indicates a communication error between the parts of your interlock system. Disconnect the curly cord from the head unit and reconnect. This message could also be caused by a weak car battery. Try charging or jump-starting the vehicle.

**WARMING** - Our device requires a certain minimum internal temperature before it can allow and/or analyze your test. This message is normal and should go away after a few seconds. If the message doesn’t go away after several seconds, disconnect the curly cord from the head unit and reconnect.

**NXT APPT XX/XX** - Our device provides the convenience of a reminder for your next appointment. This message will appear a few days prior to your appointment date. You can also check your appointment date and time whenever the device is on by pressing the “#” button, followed by the “1” button.

# SECTION 4 - Troubleshooting

## 4.3 Other Issues

### Getting My Driver's License



It is your responsibility to schedule an appropriate time to have the interlock installed.

The State of Kansas will notify you with a letter giving you instructions in regards to your restriction period and obtaining a restricted license. Once your interlock device is installed, Smart Start will notify the Kansas DMV that you have been installed.

### Heating Up the Car



It is common for drivers to heat up their cars in cooler months of the year. Currently, this interlock does not support this tendency. Your device will ask for a test soon after you started your engine. If you get caught up with things inside your home and lose track of time, your device will register a skipped test, resulting in a violation.

# SECTION 4 - Troubleshooting

## Skipped or Failed Retest



Once prompted for a retest, you have 5 minutes to complete the test. If you have not taken your test in time, a skipped test will be logged, resulting in a violation. If you blow a breath sample with alcohol content at or above the state-regulated restriction, a failed test will be logged.

## Service Calls



Occasionally, service calls are required for vehicles that are inoperable. If the issue is due to a device malfunction, there is no charge. If the issue isn't related specifically to the failure of the device, a service fee will be charged, as well as the mileage traveled. Payment is due before the service call takes place.

## SECTION 4 - Troubleshooting

### Jump-Starting the Car



When jump-starting your car (or using your car to jump-start another car), take care to avoid an electrical power surge through the system. At the point when the two batteries are finally connected, the head unit needs to be disconnected before the jumper cables are connected. After making the final connection, reconnect the head unit and follow the prompts to avoid a possible violation.

### Removal



In Kansas, Smart Start can remove per client request. It is your responsibility to know your removal date and we suggest you double check with the DMV to verify you have completed your restriction time. Please contact 1.866.747.8278 when you are ready to schedule your removal appointment.

# SECTION 4 - Troubleshooting

## 4.4 Towing & Mechanical Service/Repair

### Towing Your Vehicle



Smart Start is not responsible for tow fees, unless direct fault is found to be with the device. Pre-approval of a tow is required.

### Having Your Interlock-Equipped Vehicle Serviced



When regular service on your vehicle—or service unrelated to your ignition interlock—is necessary, it is best for you to stay at the service station and be ready to blow whenever needed.

For times when the repairs will take an extended period of time, the mechanic’s shop can call 1.800.880.3394 from a landline for circumvention instructions. There is not a code for mechanics to turn off the device.

You are responsible for all tests, including leaving the vehicle running unattended and all data that the device records regardless of who is operating the device. It is important to speak with your mechanic about contacting Smart Start for instructions to properly work on your vehicle equipped with the ignition interlock.

## SECTION 5 - Removal Procedures

- (1) Smart Start suggest that you first verify with your monitoring authority that you have completed your restriction time with the interlock. It is your responsibility to know your removal date.
- (2) Contact 1.866.747.8278 to schedule your removal appointment with your service center.
- (3) Smart Start will notify the Kansas DMV once your removal service has been completed.

## **SECTION 6** - Frequently Asked Questions

### **1. How long am I required to have the device in my car?**

The time frame of your interlock restriction is determined by your monitoring authority in accordance with the Kansas DUI laws.

### **2. Does the device use my horn/lights?**

At this time Kansas does not require the device to be connected to your horn and lights

### **3. Will the device drain my car's battery?**

The device doesn't cause a significant drain on the vehicle's electrical system. However, if your battery is older, or if you're experiencing issues with your alternator, you may end up with a dead battery. Use extreme caution when allowing your car to charge by letting the vehicle run; you may end up with a skipped test violation. If you do not use your vehicle for an extended period of time (e.g. several days), your battery may require jump-starting.

### **4. Can you shorten the blow requirement?**

The test requires a volume of air that satisfies NHTSA and State guidelines. For clients with breathing conditions, please contact 866.747.8278 for additional assistance.

## **SECTION 6 - Frequently Asked Questions**

### **5. Can I disconnect the device and carry it in with me?**

Yes. Make sure your vehicle is not running when you disconnect the device. To avoid theft of the device, moisture buildup, or extended heating periods in cold weather, we advise that you take the device's head unit inside with you when you are not in the vehicle.

### **6. Can the device turn off my car?**

No, Smart Start's interlock device is not designed to turn off your vehicle. It is only designed to keep you from starting the vehicle without first performing and passing a breath test. Should your vehicle ever shut off while driving, have your vehicle diagnosed by a certified mechanic.

### **7. What's wrong with my car?**

Many of our technicians have mechanical backgrounds. However, most are not ASE-certified mechanics and are not qualified to diagnose issues with your vehicle. Smart Start technicians are only qualified to address issues directly related to your ignition interlock device.

### **8. Do I have to take the test if I'm turning off my vehicle?**

Yes. You should always check your device prior to turning off the ignition. If the device is asking for a test, you must take it to avoid a skipped test violation.

### **9. Can someone else drive my vehicle?**

Yes, however, you are responsible for all tests and all data that the device records regardless of who is operating the device.

## **SECTION 6** - Frequently Asked Questions

### **10. How often will I have to blow into the device?**

The test requests will happen at random intervals as required by NHTSA and State guidelines.

### **11. What if I leave the state?**

You can still be serviced at any Smart Start location nationwide. Smart Start recommends that you contact your monitoring authority to verify there are no restrictions when driving out of state.





